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30 April 2013

The Hospitality of the Irish: ACI's 1st Course in Dublin

By Kevin Caron, Assistant Director, Global Training



Student Group Picture - User Charges Course in Dublin, Ireland 8 – 12 April 2013

A few weeks ago I had the privilege of opening the first ACI Global Training course (ACI/ICAO Airport User Charges) hosted by Dublin Airport Authority (DAA) in their suburb Career Centre.

The ACI/ICAO Airport User Charges course was attended by 17 participants from 9 countries, many of whom will use this course as an elective to complete their ACI and ICAO Airport Management Professional Accreditation Programme (AMPAP).

In the classroom, many lively discussions were held between the course's knowledgeable and engaging faculty members consisting of Julian De La Camara and Jerome Simon and its participants. Julian, recently retired from ICAO and Jerome, currently at ICAO, shared a wealth of knowledge they gained over the years. Topics covered ranged from calculating rates that achieve the best balance of revenue generation for airports to negotiating charges and rates with airlines.

At the end of the first day, the dedicated team of professionals at DAA hosted a reception where participants were warmly welcomed by DAA's Chief Executive Officer Kevin Toland and DAA's Director of Human Resources Damian Lenagh. During their opening addresses, Kevin and Damian emphasized the importance of investing in ongoing human resource training and development, along with making HR a strategic function. As they wisely stated, it is people after all that run the world's airports.

From the time of our arrival to our departure, course participants, faculty and I were provided with a very warm welcome and made to feel at home. Our welcome included a much appreciated cultural tour of Dublin.

On a final note I want to say a BIG thank you to my DAA partner Kevin O'Driscoll, Director of the DAA Career Development Centre, along with his team, Eoin, Aisling, Nuala, Michael, Graham, Michelle and Kiera. You are all exemplary ambassadors for the DAA and the airport/aviation business!

Upcoming Course in Dublin

Course: Managing Airport Service Quality at Airports

Dates: 11-13 November 2013

Registration Fee Members & WBP: 950USD

Registration Non Members: 1400USD

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First GSN Gold Diploma Graduates from Asia Pacific

By Issa Castro, Manager, Global Training



Photo (from left to right): Margaret Graham and Colin Mulligan from Dubai International
Airports

We are proud to extend our sincerest congratulations to Colin Mulligan and Margaret Graham, both Airside Compliance Managers from Dubai International Airports, as they become the latest graduates of the Global Safety Network (GSN) Advanced Diploma Programme. This is a significant achievement for both Colin and Margaret as

the first two GSN Advanced graduates from the Asia Pacific region.

We commend both Colin and Margaret for the dedication and commitment that they have shown in support of the GSN Diploma Programme by way of completing all six courses within the required three-year time frame. The first course they attended was the GSN 1: Airport Safety Management Systems training held in Abu Dhabi, UAE in October 2011. The last course they completed was the GSN 4: Working with Annex 14 training held April 14-18, 2013 in Abu Dhabi, UAE. ACI Instructors Peter Hampson and Debbie Riley were on hand to award Colin and Margaret their Gold Diplomas at the end of the course.

Since the launch of the Advanced Programme in January 2012, we now have a total of six graduates who have received the Gold Diploma.

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12 GSN Initial Graduates from Aeroportos de Portugal – ANA in April 2013

By Issa Castro, Manager, Global Training



Photo: Back row (left to right) Mauricio Paulo Martins Nunes, Rui Alexandre Santos Rosado, Nuno Miguel Daniel Lopes, Sergio Alegria Ramos Martins, Marco Paulo Avila Felix De Sousa

Photo: Front Row (left to right): Ermenando Dos Santos Silva, Maria Helena Fiqueira Martins, Pedro Miguel Mesquita Padesca, Filipa Maria

Duarte Martins, Emanuel Fernandes Soares

Ana Lurdes De Sousa, Tiago Alexandre Martins Pereira

Aeroportos de Portugal recently hosted an in-house course which is part of the Global Safety Network (GSN) Programme. The GSN 3: Emergency Planning and Crisis Management course was held in Lisbon from 15-19 April 2013. This was the third and final course required to obtain a Silver Diploma. Twelve students successfully accomplished their courses and received their GSN Silver Diploma from ACI Instructors Wally Walker and Glenn Wheeler.

About Global Safety Network (GSN) Diploma Programme

The ACI Global Safety Network Diploma Training Programme was launched in 2006. The programme consists of specialised courses on airport safety, and is specifically designed to meet the needs of airside operations and safety managers including developing, implementing and operating effective Safety Management Systems (SMS) at their airports.

For more information on the GSN Diploma Programme, please click here.

About our In-house training courses

Our courses can be provided as an 'in-house' course or we can tailor a course based on the training needs of your airport. Contact us at training@aci.aero for more information.

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Airport Economics

Airports are stable providers of infrastructure assets, even in the sometimes turbulent aviation industry. While airports and airlines are intrinsically linked and rely on one another to operate efficiently, they are based on different business models. Airlines are able to move quickly to respond to changes in traffic flows, by leasing or retiring capacity. Airports, on the other hand, must make long-term planning decisions to safeguard capacity sometimes 50 years into the future. From user

charges regulations to non-aeronautical revenues, ACI offers training programmes to support the varied needs of its members.

Upcoming Economic Courses

Course: Airport Non-Aeronautical Revenues | 24-26 June 2013 | San Francisco, USA | Members & WBP: 950USD | Non Members: 1400USD

Course: ACI/ICAO User Charges | 07-11 October 2012 Kuala Lumpur (Malaysia | Members & WBP: 2600USD | Non Members: 2600USD

Course: ACI/ICAO User Charges | 17-21 November 2013 | Abu Dhabi (UAE) | Members & WBP: 2600USD | Non Members: 2600USD

Course: Airport Route Development and Marketing | 28-30 October 2013 | San Francisco, USA | Members & WBP: 950USD | Non

Members: 1400USD

Course: Airport Business Planning and Development | 11-13 November 2013 | Istanbul, Turkey | Members & WBP: 950USD | Non

Members: 1400USD

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Featured ACI Global Training Steering Group Member

Tebello MOKHEMA, Project Manager: Communications, Membership & Strategy, ACI Africa



Background

Tebello has an extensive background in the fields of organisational development, learning and development and airport operations. She is currently seconded to ACI Africa as the Manager, Communications, Membership & Strategy and works closely with the ACI Africa Secretary General. She has been employed at Airports Company South Africa as the Group Manager, Training, Development & Talent Management. Prior to that role she was employed by Eskom and Nedbank, respectively. In her current role, Tebello has participated in regional and continental forums that aim to address the issues relating to the improvement of skills within the airport management and operations areas.

Tebello has been seconded to the ACI Africa office by Airports Company South Africa since September 2011.

Qualifications

Tebello has a BA Law and BA Honours (Philosophy) degrees from the University of Durban-Westville. She has also completed the Management Development Programme (University of Stellenbosch) and Executive Development Programme (Gordon Institute of Business Science).

Tebello has a passion for the development of people and the harnessing of talent within organizations.

Hobbies

Tebello is an avid golfer, a yoga enthusiast, likes dancing, walking, photography, reading and travelling.

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Meet our Faculty

Jim Meyer



Jim recently joined SNC-Lavalin Airports Group in January 2012 as Senior Director after serving 25 years at an executive level of five Canadian and International airport executive teams and 4 years with US based management consulting teams. He has been involved in directing over 50 airport projects world-wide, including assignments in commercial land development, master planning, financial, business and strategic planning. He has considerable experience and success in preparing and implementing highly acclaimed and profitable commercial plans that have resulted in substantial increases in airport revenues.

Relevant Experience

SNC Lavalin Inc., Vancouver, British Columbia, Canada (Since 2012) Senior Director, Airport Development

• Directed various airport projects including: commercial development, passenger and cargo air service development, terminal concession planning and contract administration, investment attraction/marketing, customer satisfaction surveys, business plan preparation and stakeholder relations.

Leighfisher Management Consultants (Formerly Jacobs Consultancy) (2007-2011) Director, Aviation

• Directed various successful airport projects including: commercial land development, air service development, terminal concession planning and implementation, performance benchmarking, master planning and financial, business and strategic planning for various domestic and international airports.

Vancouver Airport Services (Yvras) (2005-2006)

Vice President, Commercial

• Led, directed and managed the commercial development programs at both the Larnaka and Pafos International Airports in Cyprus. Responsibilities included the development and implementation of commercial plans for the new terminals and the surrounding airport real estate to ensure optimum operational performance, increased revenues and improved customer experience at the Airports.

Edmonton Airports (Yeg) (1994-2005)

Vice President, Marketing & Commercial Development

• Managed all commercial business generated at four airports including the planning and implementation of real estate programs that resulted in the development of numerous aviation facilities (cargo distribution, general aviation hangars, FBO's etc) as well as non-aviation development (car rental facilities, service stations, retail, food and beverage operations, train station).

Edmonton City Centre Airport (Yxd) (1984-1994)

Airport Director

• As the 9th busiest airport in Canada at the time with 1.25 million passengers, responsibilities included: airport operations, finance and administration, commercial development, marketing, facility and capital project planning and implementation, and property management.

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Student's Zone

Read why they say about our courses!

Course: User Charges (AMPAP Elective)

Testimonial: "I am very glad to have attended the joint ICAO & ACI course on Airport User Charges, which took place on April 8-12 in Dublin, Ireland. The principal instructor - Julian de la Camara demonstrated in-depth knowledge of theoretical aspects of airport user charges as well as practical understanding of all subtleties and nuances that happen in the air transport industry. A substantial part of the course was spent on understanding the key user charges principles recommended by ICAO at CEANS 2008: non-discrimination, cost-relatedness, transparency and user consultation. Even though the vast majority of airports move towards this direction in regard to user charges, a lot has to be done at those airports and airport systems that are developed to a lesser extent. The course gave definite answers to many questions, for which answers are not obvious. Should domestic airlines be charged lower than their international counterparts? Should revenue from airport charges only recover costs or generate extra revenue? Should user charges be transparent and disclosed to everyone or discussed with each individual user in private? Can an airport change charging scheme overnight without any prior notice, or consultation with users should take place well in advance? Each of these, and a dozen of other pertinent questions have been answered within the framework of the ICAO's recommended policies and practices." "From a more personal point of view, the training was very inspirational and intellectually stimulating. The substantial and in-depth knowledge of air transport industry and ICAO regulations, a number of case studies, practical experience of the instructor as well as balanced composition of participants, all of these contributed to engaging and focused discussions, debates and exchanges" "I would strongly recommend this course to any airport professional working on airport user charges (both aeronautical and commercial sides), as well as to those working in the field of airport economics. This course provides very good understanding of how charges should be established, calculated, administered and negotiated, should the latter take place" Ilia Lioutov **Data Analyst ACI World**

About this course

In accordance with ICAO International Standards and Recommended Practices as detailed in Annex 14 and Doc 9774 all aerodromes should be certified by the State and licensed for use. This course explains the certification process applied by State regulators and exactly what aerodromes need to do, not only to become "certified" but to remain certified as traffic grows and the aerodrome expands for the future.

Uncoming dates:

Course: ACI/ICAO User Charges

Dates: 07-11 October 2012, 17-21 November 2013

Locations: Kuala Lumpur (Malaysia), Abu Dhabi (UAE)

Registration Fee Members & WBP: 2600USD

Registration Non Members: 2600USD

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Featured ACI Training Center

Riga, Latvia







About the Airport	About the Training Center
Airport Code: IATA code: RIX; ICAO code: EVRA	
Operator: SJSC RIGA International Airport	
Airport Address:	ACI Training Center Since: 2009
SJSC RIGA International Airport,	Location: Latvia, Riga International airport
10/1 RIGA Airport, Marupe district, LV 1053, LATVIA	Onsite Contact for training purposes:
Chairman of the Board: Aldis Mūrnieks-	Nauris Klauža
Airport Hours: 24 hours daily	Human Resources Development Manager
Terminal space: 33 000 m2	Human Resources Department,
Runway Dimensions: Length 3200 m; Width 45 m	E-mail: n.klauza@riga-airport.com

Riga Airport

Riga International Airport was built in October 1974. At that time it operated as the local airport within the territory of former USSR. At that time it was the administrative component of "Aeroflot" without the rights to manage independently. Only after the restoration of Latvian independence in 1991 and the resolution of the government of the Republic of Latvia the former affiliate of "Aeroflot" was divided into three economically independent companies: "Latvijas Gaisa satiksme", "Latvijas aviolīnijas", as well as the national airport company "Riga".

Today the sole shareholder of State Joint Stock Company (SJSC) Riga International Airport is the Ministry of Transport of the Republic of Latvia.

Riga International Airport is the largest international aviation company in the Baltic's and the main air traffic centre in this region offering regular passenger, cargo and postal delivery to the cities of Europe and world. Riga International Airport renders both aviation (airplane, passenger and cargo attendance) and non-aviation services (lease, parking spaces, VIP centre services, etc.). It services both national and international airlines becoming one of the few European airports that deals with both full service and low costs airlines.

Airport Services

These include: Duty Free & Travel Value shops, cafes, banks, currency exchange, car rental, ticket office, Privilege card RIX CLUB, VIP centre, Meet & Assist, Welcome to Riga office, airport parking, airport Inquiries Service 1187, business lounge and luggage storage.

Interesting Facts and Figures

- From Riga International Airport it is possible to travel to 81 destinations.
- In 2012 Riga International Airport welcomed 4 767 764 passengers.
- In 2012 Riga International Airport boosted its cargo figures by 160% if compared to year 2011 with 32 953 tons.
- In 2012 the Ground Handling Department of Riga International Airport by providing excellent quality
 professional services to airlines and raised its punctuality ratio to 99.89 percent reaching even higher
 quality standards than in the previous year.
- Riga Airport continues its previous years' initiatives of supporting several charity organisations, such as the Latvian Red Cross, the SOS Children's Villages Association of Latvia, the animal protection group Juglas Dzīvnieku aizsardzības grupa, etc.

Airport Awards

- ACI Europe Best Airport in Europe 2005" (in the category of up to 5 million passengers)
- Routes Europe Airport Marketing Award 2009
- RIGA International Airport sets an example to EU airports by its services to disabled passengers 2010

- Baltic PR Awards 2012
- Family and Senior-Friendly Company 2012
- Silver Category in "Sustainability Index 2012"
- The Most Praised Company 2013

Airlines Using the Airport

Aeroflot, Belavia, airBaltic, Finnair, SmartLynx Latcharter, LOT, Lufthansa, Norwegian, Ryanair, Transaero, Turkish Airlines, UTair, Uzbekistan Airways, Wizz Air, AMC Airlines, Iberia Express, Astra Airlines, Bulgaria Air and Onur Air.

About Riga



Riga is the gem of the Baltics. It is situated at the mouth of the Daugava, on the shores of the Gulf of Riga on the Baltic. Riga has an ancient history and rich cultural heritage. As Riga has always been located at a juncture of trading routes, it is a multicultural city which means there are lots of things to see here. Travellers can admire the diverse architecture of Riga, especially the art nouveau buildings. Riga has been named a UNESCO World Heritage Site

thanks to the collection of art nouveau buildings that is one of the largest in the world, as well as a city in whose architecture the entire history from 1201 to the present day is reflected. It is also valued as a city with a unique collection of wooden developments in its central section.

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Course Calendar May - June 2013

Date	Month	Course	Member Price	Non-member Price	Location	Country
13-17	May	Airport Master Planning	\$ 1,450.00	\$ 2,100.00	Kuala Lumpur	Malaysia

13-17	May	Airport Communications and Public Relations*	\$ 1,600.00	\$ 2,400.00	Riga	Latvia
13-17	May	GSN 3 - Emergency Planning and Crisis Management	\$ 1,450.00	\$ 2,100.00	Zagreb	Croatia
19-23	May	GSN 2 - Airport Operations and Safety	\$ 1,450.00	\$ 2,100.00	Abu Dhabi	UAE
19-23	May	Managing Aerodrome Works	\$ 1,450.00	\$ 2,100.00	Abu Dhabi	UAE
20-22	May	Runway Incursion Awareness and Prevention	\$ 950.00	\$ 1,400.00	Bucharest	Romania
27-29	May	Air Traffic Forecasting	\$ 950.00	\$ 1,400.00	Krakow	Poland
27-31	May	Aviation English	\$ 1,450.00	\$ 2,100.00	Incheon	South Korea
09-13	June	GSN 1 - Safety Management Systems	\$ 1,450.00	\$ 2,100.00	Abu Dhabi	UAE
24-26	June	Airport Non-Aeronautical Revenues	\$ 950.00	\$ 1,400.00	San Francisco	USA

*This course can be taken as an elective for the Airport Management Accreditation Programme (AMPAP)

To view the full calendar, click here
Or send us an email: training@aci.aero



Conferences





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